

MEMORANDUM FOR: DA Planning Officer

VIA: Executive Officer, Office of Logistics

FROM:
OL Planning Officer

SUBJECT: Office of Logistics Five-Year Plan
FY 1985--1989

1. Part IV of the Office of Logistics' (OL) Five-Year Plan is a list of objectives that we are pursuing in fiscal year 1985. As a result of activities and recent developments in OL, one of our objectives (Identify a Specific Orientation, Training Campaign that will Enhance the Service-Oriented Image of the Office of Logistics) has been redefined and a second (Consolidate Agency Repair and Return) has been absorbed by another objective .

a. The objective to "Identify a Specific Orientation, Training Campaign that will Enhance the Service-Oriented Image of OL" has been restated to "Conduct a Study of OL's Service Environment and Develop an Orientation Program to Enhance OL's Service Image". A milestone chart for this new objective statement is attached, which replaces the milestone chart in Part V, Page 21 of the Five-Year Plan.

b. The objective to "Consolidate Agency Repair and Return" has become a part of the objective to "Upgrade and Expand " Since the objective on the upgrade has several sub-objectives with associated milestone charts, we have chosen not to burden you with additional paperwork. However, if you would like a copy of the milestone chart, we can make it available to you.

2. Please note the above changes in your records. We will report the status of our accomplishments as needed in future reviews. I am available to answer any questions you may have.

cc: C/HOME w/att
C/SD w/o att

OL 4065 85



Attachment:
Milestone Chart

ADMINISTRATIVE - INTERNAL USE ONLY

Office: IMSS/OL

Objective Statement: Conduct a Study of OL's Service Environment and Develop an Orientation Program to Enhance OL's Service Image.

Responsible Officer: Significant Funding Amount: \$ NA FY 85 and 86

Quarter Ending:

O — Scheduled

X — Actual

| Activities Planned | Quarter 1 | | | Quarter 2 | | | Quarter 3 | | | Quarter 4 | | |
|--|-----------|-----|-----|-----------|-----|-----|-----------|-----|-----|-----------|---------|-----|
| | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP |
| 1. Identify major service/support units in OL, i.e. image creators. | | | | | | | 0 | | | | | |
| 2. Hold discussions with managers and employees in the support units to specifically identify support/service procedures and areas needing improvement. | | | | | | | | | | 0 | | |
| 3. Conduct a voluntary random survey of the Agency population to solicit comments on OL service. | | | | | | | | | | 0 | | |
| 4. Review and/or develop written instructions and guidelines on responses to customers for each image creating unit. | | | | | | | | | | | | 0 |
| 5. Coordinate with OL/P&TS, OTE and OL/P&PD to develop an orientation/training program to enhance OL's image (example: skits, written sample queries with responses, films, videos). | | | | | | | | | | | Dec. 85 | |
| 6. Obtain management approval of the plan. | | | | | | | | | | | Feb. 86 | |
| 7. Test plan and evaluate results. | | | | | | | | | | | Apr. 86 | |
| 8. Implement the orientation program thru: ° OJT (give copy of written guidelines | | | | | | | | | | | May 86 | |

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|---|-----------|-----|-----|-----------|-----|-----|-----------|-----|-----|-----------|-----|-----|
| | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP |
| for job to new employees) ° Written Communications (notices, Attachment to D/L Staff Notes) ° Posters ° OL courses and conference: --LOG Orientation Course --Secretaries' Conference --EOD courses (e.g., Introduction to CIA) --Field Administration Course --HQS Property Accounting Course --D/L Quarterlies --LOG Conference | | | | | | | | | | | | |
| 9. Develop means to ensure courtesy and responsiveness and execute through managers. | | | | | | | | | | | | |

June 86